



THE CITY OF SAN DIEGO

REQUEST FOR PROPOSALS
FOR THE
CITY OF SAN DIEGO
NEIL GOOD DAY CENTER PROGRAM

CITY OF SAN DIEGO
COMMUNITY AND ECONOMIC DEVELOPMENT DEPARTMENT
COMMUNITY SERVICES DIVISION
CIVIC CENTER PLAZA, SUITE 924
1200 THIRD AVENUE
SAN DIEGO, CA 92101

PROPOSALS ARE DUE NO LATER THAN FRIDAY, APRIL 26, 2002, BY 4:00PM

TABLE OF CONTENTS

DEFINITIONS	3
INTRODUCTION	3
BACKGROUND	3
EQUAL OPPORTUNITY	4
SCOPE OF SERVICES	4
• Project Goal	4
• Hours of Operation and Units of Service	4
• Basic and Emergency Services	4
• Needs Assessment	5
• Supportive Services	5
PROGRAM EVALUATION	5
CONFIDENTIALITY	6
PROPOSAL REQUIREMENTS	6
SUBMITTAL REQUIREMENTS	7
PRE-SUBMITTAL ACTIVITIES	7
• Questions Concerning RFP	7
• Pre-Proposal Meeting	7
• Revisions to the RFP	8
SELECTION PROCESS	8
TIMETABLE	8
SPECIAL CONDITIONS	9
• Reservations	9
• Right to Cancel	9
• Public Records	9
• Additional Information	9
• Public Information	9
APPLICATION FORM (ATTACHMENT)	A1-A8

DEFINITIONS

For the purposes of this Request For Proposal (RFP), the following terms shall have the meanings indicated:

- “City” means the City of San Diego.
- “City Council” means the Council of the City of San Diego as defined in Section 12 of the Charter of the City of San Diego, California, as amended since adoption on April 7, 1931.
- “Community Services Division” means the Division that is responsible for administering and monitoring the Program for the City pursuant to authority granted to the City Manager by the City Council.
- “Program” means the Neil Good Day Center Program
- “Contractor” means the agency or entity that will operate the Program.
- “Program Budget” means the total amount of money allocated and available to fund the Program.

INTRODUCTION

The City of San Diego (the City) is seeking applications from qualified nonprofit social services agencies to operate the Neil Good Day Center Program. The Neil Good Day Center is located at 299 17th Street, San Diego.

It is anticipated that approximately \$347,840 will be available for the operation of Neil Good Day Center Program for the period beginning July 1, 2002 and ending June 30, 2003.

At the sole discretion of the City, the Program may be eligible for renewal by the same Contractor for three consecutive years before re-bidding.

This Request For Proposals (RFP) describes the required scope of services, including emergency and basic services as well as, a range of adjunct and supportive services. Failure to submit information in accordance with these requirements will be cause for disqualification.

BACKGROUND

The Neil Good Day Center Program was established in 1991 for the purpose of providing a safe and secure location for homeless individuals to receive walk-in *day center* services including emergency, basic and supportive services.

EQUAL OPPORTUNITY

It is the policy of the City to provide equal opportunity to all candidates when selecting contractors to provide public services. Contractors with the City are expected to be equal opportunity employers.

As part of this proposal, Contractor shall provide to the City a list of all instances within the last ten years where a complaint was filed or pending against Contractor in a legal or administrative proceeding alleging that Contractor discriminated against its employees, subcontractors, vendors or suppliers. A description of the status or resolution of that complaint, including any remedial action taken is required.

SCOPE OF SERVICES

Project Goal: To provide quality day services to homeless individuals on a walk-in basis.

- For each walk-in client at the day center, an intake interview will be done, an individual member record will be created and a membership card will be issued.
- Provide each individual seeking assistance access to emergency and basic day services.
- Establish a needs assessment for each individual seeking emergency, basic or supportive services assistance.
- Provide on-site services or appropriate referrals in response to each request for services by day center members, as indicated in each individualized needs assessment member record.

Hours of Operation and Units of Service

- Services shall be provided to members from 8:00 a.m. to 4:00 p.m., Monday through Friday, 8:00 a.m. to 2:00 p.m., Saturday and Sunday.
- Provide walk-in day services for no less than 500 unduplicated members during each one-year, contract period.

- An average of 200 member contacts per day will be provided.

Basic and Emergency Services

- Provide an average of 65 showers per day.
- Laundry services shall be provided to an average of 20 members per day.
- Mail and message services will be provided to an average of 80 members per day.
- Space will be provided for storage of member's personal belonging during hours of operation.
- Phone services shall be free of cost to the members making calls related to services identified in the individualized needs assessment

Needs Assessment

- An intake interview will be conducted with each individual that request services at the day center. The interview will help the member identify which of the available services he/she will need to utilize.
- The results of the intake interview and needs assessment will be documented in an individual member record, a membership card will be issued and client demographic and services related data will be entered into the Regional Task Force on the Homeless, HIS (Service Point) homeless data base.
- Each service provided at the day center and each off-site referral to services will be documented in the member record.

Supportive Services

Contractor will enter into collaborative relationships with other service providers that enable on-site Contractor administered and adjunct services such as:

- Substance abuse counseling and 12 Step programs
- Healthcare assessments and referrals
- Mental health assessment and referrals
- Employment referrals and employment training assistance
- Outreach, assessment and referrals for veterans, and

- Housing placement - referrals to emergency, transitional and permanent or permanent supportive housing, as appropriate and available.

PROGRAM EVALUATION

Contractor shall submit quarterly reports that summarize the Program outcomes as related to each of the programmatic goals outlined above. Program reports shall be submitted to the City within 30 day of the after end of the previous quarter. The final report due on August 1, 2003 should include the Program outcomes for the past quarter as well as a compilation of the Program activities for the full contract period. All reports should include observations and recommendations for improvement of future year's efforts and any other information that would document the effort and accomplishments for the Program. All demographic data will be transmitted regularly to the Regional Task Force on the Homeless.

CONFIDENTIALITY

City and Contractor will agree to maintain confidentiality of any information regarding applicants, day center members or their families which may be obtained through application forms, interviews, test, reports, or any other source. However, it is agreed that the contractor or contractor's agency may release information regarding or provide access to, applicants, day center members or their families in the following circumstances:

- a release of information or other written consent is obtained from the applicant or project participant; and
- Client information is only provided to the City's Homeless Outreach Team (HOT), County of San Diego or other appropriate service providers. Such information shall be divulged for purposes related to the best interest of the participant, the audit, and evaluation of the Agreement, and then only to persons having responsibilities under the Agreement, including those furnishing services to the program under subcontract.

PROPOSAL REQUIREMENTS

Proposals submitted in response to this RFP shall be in the following order and include:

- Applicant Information (one page)
- Agency Experience (one page)
- Leveraging and Collaborations (one page)

- Project Narrative (four pages)
- Project Budget (one page)
- Proof of agency's 501(c)(3) status
- Copy of agency's most recent Audit
- List of Board of Directors
- Agency Organizational Chart
- Example of Program Intake Form and House Rules

SUBMITTAL REQUIREMENTS

One executed original clearly marked on the cover, and six (6) copies of the proposal shall be submitted.

No Proposal will be considered or accepted if submitted after the deadline.

- The proposal must be signed by an individual or individuals authorized to execute legal documents on behalf of the applicant agency.

Proposals are due no later than Tuesday, April 26, 2002 by 4:00 p.m. at:

City of San Diego
Community and Economic Development Department
Community Services Division
1200 Third Avenue, Suite 924
San Diego, CA 92101
Attn: Ron Thurlow

Proposals are to be submitted in sealed packages with the following information clearly marked on the outside of each package:

- Name of the Applicant Agency
- Project title: Neil Good Day Center Program

Proposals not compliant with the requirements of this RFP will be considered "NON-RESPONSIVE", and will be disqualified from further consideration.

PRE-SUBMITTAL ACTIVITIES

Questions Concerning Request for Proposals

All questions regarding this RFP should be addressed to Ron Thurlow, Homeless Services Administrator at e-mail address: rthurlow@sandiego.gov.

All questions should be presented as soon as possible, but no later than the pre-proposal meeting referred to below.

Pre-proposal Meeting

A pre-proposal meeting will be held on Thursday, April 11, 2002, from 9:00 a.m. to 11:00 a.m. at the Civic Center Plaza, 9th Floor Conference Room, 1200 Third Avenue, San Diego, CA 92101.

Revision to the Request for Proposals

The City reserves the right to revise and /or extend the RFP prior to the date that Proposals are due. Revisions to the RFP shall be faxed and/or emailed to all parties that received a copy of the RFP. Follow up phone calls will be made to proposers to ensure information regarding revisions has been received.

SELECTION PROCESS

City staff will review each application. Those applications, which meet the minimum standards set forth in the RFP, will be selected for further review. A Proposal Review Panel will be established for the purpose of reviewing proposals and making a selection recommendation to the City Manager. This panel will be comprised of City staff and community members who do not have a stake in the outcome of the selection process.

The City Manager's recommendations will be forwarded to the City Council for final approval.

TIMETABLE

The City anticipates that the process for selecting and recommending a contractor will be according to the following schedule:

- April 11, 2002 - Pre-proposal Meeting

- April 26, 2002 - Proposal Due Date
- May 10, 2002 - Proposal Review Panel makes selection and sends recommendations to the City's Land Use and Housing Committee.
- May 29, 2002 – Proposal Review Panel selection recommendation reviewed at Land Use and Housing Committee meeting.
- June 11, 2002 – Land Use and Housing Committee selection recommendation forwarded to City Council for final approval.

SPECIAL CONDITIONS

Reservations

This RFP does not commit the City to award a contract, to defray any costs incurred in the preparation of a Proposal pursuant to this RFP or to procure or contract work.

Right To Cancel

The City reserves the right to cancel or revise, in part or in whole, this RFP including, but not limited to, selection schedule, submittal date, and submittal requirements. If the City cancels or revises the RFP, all parties that received a copy of the RFP will be notified.

Public Records

All proposals submitted in response to this RFP become the property of the City and are considered public documents, and, as such, may be subject to public review.

Additional Information

The City reserves the right to request additional information and/or clarifications from any or all proposers.

Public Information

Release of Public Information - Selection Announcements, Contract Awards, and all data provided by the City may not be protected from public disclosure